MSC Executive Board pre-members Survey poll

The Exec Board pre-members Survey poll was designed to pare down the number of questions Board members and staff proposed for the quarterly members survey to be administered by Exec Board Members and aggregated by MSC staff.

Of 9 Exec Board members, only 6 filled out the pre-survey. Most (8) of the questions were recommended to be asked quarterly. The survey did not help narrow down the questions appreciably.

The survey is tallied in the Survey Analysis section and, based on the survey, there are 3 member survey scenarios recommendations at the end.

Survey Analysis

Survey results per question were tallied in the center column. Suggestions based on those results are color coded Green for Quarterly, Blue for Annually, Orange for Don't ask, and Yellow for Ask Once on the First Survey.

Exec Board Proposed Questions:

Question	Frequency to ask from Survey	Comments/Suggestions
E1 - Is there anything on the horizon that you need us to know about?	4 – Quarterly ; 2 - Annually	Quarterly
E2 - How is collection development going at your library?	3 – Quarterly ; 3 – Annually ; 1 – Don't Ask	To balance out scenarios, tie goes to - Annually
E3 - Has there been recent staff turnover in your library?	4 – Quarterly ; 2 - Annually	Quarterly
E4 - What is the most annoying process you have to do?	2 – Quarterly ; 2 – Annually ; 1 – Ask once ; 1 – Don't Ask	This is mostly addressed in S5 – Don't Ask
E5 - What are your recurring needs this time of year?	5 – Quarterly ; 1 – Don't Ask	Quarterly
E6 - What annual reports are you responsible for that require statistics? What kind of statistics?	4 – Quarterly ; 2 - Annually	Quarterly
E7 - What impact do you see as a result of being part of the MSC?	1 – Quarterly ; 2 – Annually ; 3 – Ask once	Ask Once
E8 - What challenges are happening in your library? In your community?	4 – Quarterly ; 2 - Annually	Quarterly

MSC Staff Proposed Questions:

Question	Frequency to ask	Comments
S1 - What day to day functionality do you wish the software offered?	1 – Quarterly ; 2 – Annually ; 3 – Ask once	MSC staff need this question to be asked at least annually or not at all, asking once won't be helpful – Ask Annually

S2 - Looking toward the future, what technology or enhancements do you think the MSC should consider?	1 – Quarterly ; 3 – Annually ; 2 – Ask once	Annually
S3 - What questions and training topics would staff like to see addressed in the online help center?	4 – Quarterly ; 1 – Annually ; 1 – Ask once	Quarterly
S4 - What is working well and in what areas are you struggling?	5 – Quarterly ; 1 - Annually	Quarterly
S5 - Are there any barriers to being an active member?	1 – Quarterly ; 3 – Annually ; 2 – Ask once	Annually
S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)	5 – Quarterly ; 1 - Annually	Quarterly
S7 - What do you find confusing about the MSC?	1 – Quarterly ; 3 – Annually ; 2 – Ask once	Annually

Survey Scenario 1

Make first quarterly survey as small as possible, ask only the Quarterly & Ask Once on First Survey in January, add Annually questions in a subsequent survey, ask Quarterly in all quarter surveys – 38 total questions asked.

First Quarter Survey (9 Questions)

E1 - Is there anything on the horizon that you need us to know about?

E3 - Has there been recent staff turnover in your library?

E5 - What are your recurring needs this time of year?

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

E7 - What impact do you see as a result of being part of the MSC?

E8 - What challenges are happening in your library? In your community?

S3 - What questions and training topics would staff like to see addressed in the online help center?

S4 - What is working well and in what areas are you struggling?

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

Second & Fourth Quarter Survey (8 Questions)

E1 - Is there anything on the horizon that you need us to know about?

E3 - Has there been recent staff turnover in your library?

E5 - What are your recurring needs this time of year?

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

E8 - What challenges are happening in your library? In your community?

S3 - What questions and training topics would staff like to see addressed in the online help center?

S4 - What is working well and in what areas are you struggling?

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

Third Quarter Survey (13 Questions)
E1 - Is there anything on the horizon that you need us to know about?

E2 - How is collection development going at your library?

E3 - Has there been recent staff turnover in your library?

E5 - What are your recurring needs this time of year?

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

E8 - What challenges are happening in your library? In your community?

S1 - What day to day functionality do you wish the software offered?

S2 - Looking toward the future, what technology or enhancements do you think the MSC should consider?

S3 - What questions and training topics would staff like to see addressed in the online help center?

S4 - What is working well and in what areas are you struggling?

S5 - Are there any barriers to being an active member?

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

S7 - What do you find confusing about the MSC?

Survey Scenario 2
Get the longest survey out of the way early at a time when Publics, Schools, Specials and Academics are all open and not experiencing many conferences or summer break, leverage the "New Year" feeling of January – 38 total questions asked.

First Quarter Survey (14 Questions)
E1 - Is there anything on the horizon that you need us to know about?

E2 - How is collection development going at your library?

E3 - Has there been recent staff turnover in your library?

E5 - What are your recurring needs this time of year?

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

E7 - What impact do you see as a result of being part of the MSC?

E8 - What challenges are happening in your library? In your community?

S1 - What day to day functionality do you wish the software offered?

S2 - Looking toward the future, what technology or enhancements do you think the MSC should consider?

S3 - What questions and training topics would staff like to see addressed in the online help center?

S4 - What is working well and in what areas are you struggling?

S5 - Are there any barriers to being an active member?

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

S7 - What do you find confusing about the MSC?

Second, Third & Fourth Quarter Surveys (8 Questions)
E1 - Is there anything on the horizon that you need us to know about?

E3 - Has there been recent staff turnover in your library?

E5 - What are your recurring needs this time of year?

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

E8 - What challenges are happening in your library? In your community?

S3 - What questions and training topics would staff like to see addressed in the online help center?

S4 - What is working well and in what areas are you struggling?

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

Survey Scenario 3
Eschew data. Now that it is clear we need to ask and aggregate 38 questions, 8 of which are duplicative every quarter, maybe we should simplify. This survey scenario only has 5 questions but has the ability to answer all 14 from above. (i.e. If the librarian volunteers information about a genrefication project over the summer when you ask Q3 then you can score their answer in S6. But you don't have to ask them directly.) – Between 20 and 41 total questions asked.

Every Quarter Survey
Q1 - E8 - What challenges are happening in your library? In your community?

> If they do not volunteer this information, prompt with:

E2 - How is collection development going at your library?

E3 - Has there been recent staff turnover in your library?

S1 - What day to day functionality do you wish the software offered?

S4 - What is working well and in what areas are you struggling?

S2 - Looking toward the future, what technology or enhancements do you think the MSC should consider?

S7 - What do you find confusing about the MSC?

Q2 - E5 - What are your recurring needs this time of year?

If they do not volunteer this information, prompt with:

E6 - What annual reports are you responsible for that require statistics? What kind of statistics?

Q3 - E1 - Is there anything on the horizon that you need us to know about?

If they do not volunteer this information, prompt with:

S6 - What, if any, upcoming projects does your library have planned? (e.g. going fine free, genrefying, library reorganizing, new contracts)

Q4 - S3 - What questions and training topics would staff like to see addressed in the online help center?

Could also follow up with:

S7 - What do you find confusing about the MSC?

Q5 - E7 - What impact do you see as a result of being part of the MSC?

Action for November 21st Meeting

Board: select a survey scenario

                        decide how to divide members evenly across board members for interviews

MSC Staff: create Survey Monkey survey for Exec Board members to score while they ask their constituents the questions

                        aggregate survey data and present to board on a quarterly basis